



STATE OF SOUTH DAKOTA CLASSIFICATION SPECIFICATION

Classification	Class Code	Pay Grade	Civil Service	FLSA
Support Services Platform Engineer	808106	IT 6	Covered	Non-exempt

Role Description

Performs work without guidance applying advanced knowledge and skills to improve daily operations as well as in difficult or novel work situations. Demonstrates operational technical leadership, influence, and expertise. Mentors members of technical teams, and advises architects and technical teams on technical operations and efficiencies.

Example Functions

- Assisting agency management with compiling, projecting, and managing support services budget requirements and related vendor relationships and contracts.
- Analyze and identify service level agreements and key performance indicators to increase operation solutions
- Provides high-level technical planning with platform design and functional analysis.
- Collects and provides feedback on platform capabilities and limitations.
- Oversee the team's design, development, and execution of standard and non-standard operations and operational reporting.
- Researches and evaluates hardware and software solutions to issues and challenges, and opportunities for IT services.
- Designing, implementing, monitoring, and reporting on security standards for the support services team
- Provide technical guidance and oversight for the team's training, cross-training, and mentoring for the assigned platform(s).

Requisite Knowledge, Skills, and Experiences

- Understanding of state agency business processes to facilitate support involving multiple platforms, communication end user devices, and operating systems
- Maintains knowledge of how assigned platform(s) are interdependent with other platforms
- Understands other technical standards that the state is required to be compliant with. Leverages knowledge to continually review/refine/improve support processes and procedures. Works with management to review and improve policies.
- Expert understanding and application of industry standards and best practices including but not limited to ITIL, COBIT, and HDI.